Build Problem Solving Skills via LOC Learn

Build Core Competencies via LOC Learn is a series of development tools that map virtual learning resources to the Library's core competencies. This week's competency is "Problem Solving." We encourage you to take this opportunity to refresh your skills and abilities and share them with a friend or coworker. Select a learning resource below:

Online Learning Resource	Resource Type, Duration	Speaker	What you will learn:
Solving Problems	Video, 2 minutes	Deb Mills-Scofield	In rushing to develop a solution, it is easy to miss the real problems.
Problem Solving: The Fundamentals	Course, 1 hour	N/A	'The problem,' says author and psychiatrist Theodore Rubin, 'is not that there are problems. The problem is expecting otherwise and thinking that having problems is a problem.' Problem solving involves goal-oriented thinking and action in situations for which no ready-made solutions exist. You can greatly improve your problem-solving effectiveness by gaining a better understanding of the problem-solving process. This course takes you through the essentials of problem solving and explores some of its challenges
Four Steps to Solving a Problem	Video, 4 minutes	Mark Levy	Even if your problem is well stated, it may not be solvable. Follow these four steps to frame your problems in a way that makes solutions possible.
Problem Solving: Digging Deeper	Course, 1 hour	N/A	A fact-based, honest analysis happens at two key steps in the problem-solving process: first when you analyze problems to identify the root causes, and then, when you evaluate and analyze potential solutions to determine the one that has the maximum chance of success. Several tools are used for analysis and evaluation at each of these steps. Examples of tools that help find the root causes of the problem are the cause-and-effect diagram and five-why analysis. Cost-benefit and force-field analysis help in choosing the best solution. This course helps demonstrates how the application of a few tools greatly assists you when determining the root cause of a problem and the best solution.
Problem Solving Using Informal Networks	Video, 6 minutes	Erica Dhawan	Posing problems to informal networks generates valuable support for problem-solving.